

Consumer Information and Procedures

--Disconnecting Utility Service

Reasons For Disconnecting Your Service

- Your bill was not paid.
- The deposit or increased deposit amount was not paid by the due date.
- You benefited from the tampering with company equipment.
- The deferred payment agreement was not kept.
- Access to company equipment was denied.
- Hazardous health and safety conditions exist.

The Utility's Responsibilities:

- When considering shutting off your service, the utility must:
 - Mail you a Final Notice 8 days before service shut-off or deliver the Notice 5 days prior to disconnection.
 - Not shut off service after 2 p.m. unless it is prepared to reconnect service the same day at the regular reconnection charge.
 - Not shut off gas and electric service to residential heating customers if the National Weather Service predicts 32° temperatures or less for the next 24 hours.
 - Not shut off service to a residential customer if the utility company has received a valid illness certificate.

Disconnection Of Utility Service In The Winter

- DECEMBER 1 TO MARCH 31
Before shutting off service to residential heating customers, the utility must once during the winter months:
 - Notify you by telephone, in person, or first class mail, that service may be shut off.
 - Offer a deferred payment agreement for past due bills and a level payment plan for future bills.
 - Provide information on government or private agency assistance.
 - Not shut off service for at least 6 business days after notifying you of possible disconnection.